



Job Description – Quality Assurance Manager

Purpose & Scope

The purpose and scope of this position is to support Dymotek in preventing mistakes or defects in our manufactured products and services by the active promotion and implementation of the Quality Management System. This requires skills in advanced metrology, quality engineering, maintenance of multiple certifications in multiple facilities, overseeing product quality inspection requirements, calibration control, customer complaints/returns and continuous improvement.

Duties and Responsibilities

- Key player in implementation and management of the Quality Management System
- Support Quality Management Representative through Internal Audits.
- Support all daily inspection activities on production floor
- Provide technical support and training in the Quality Sciences.
- Evaluate department processes; recommend process and product improvements
- Handle customer complaints and resolutions
- Maintain (CAPA) corrective and preventative action processes
- Review product certifications and maintain records
- Conduct product testing and first article and final inspections when needed.
- Communicate with customers, suppliers, certification bodies and governmental agencies in regards to quality and compliance issues
- Support of the IQMS/ERP Quality Software Module
- Additional duties as assigned

Organizational Relationships

Reports to Director of Quality.

Working Conditions

Normal manufacturing conditions requiring safety observation at all times

Education & Training

College Degree in Engineering or Science field, or equivalent work experience.

Technical Knowledge Skills & Experience

- Advanced Metrology skills (CMM programing experience preferred)
- 3-5 years Quality Management & Quality Management Representative experience
- 3-5 years Quality Engineering experience
- Knowledge of PPAP, SPC and blueprint reading
- Experience with lean manufacturing techniques, Kaizen, 5S and ISO 9001:2008
- Capable of performing and administering gauge R&R studies
- Basic knowledge of injection molding

- Excellent computer skills

Managerial Skills & Experience

This position requires management of the quality team members. It also requires management of different projects along with coordinating and working closely with suppliers and customers. Other necessary skills needed include decisiveness, broad-mindedness and being observant/detail-oriented. Good people and communication skills as well as possessing strong leadership qualities are essential.

Quality Management System Requirements

- All employees are responsible for knowing the Quality Policy Statement, how their job supports the statement and quality objectives.
- All employees are responsible for product identification.
- Refer to 'Document/Job Function Matrix' (a cross reference of all ISO documents with job titles) for specific documents related to their job positions.
- Authority to disposition non-conforming material (refer to SOP 8.3-0 Control of Nonconforming Material) Advanced Metrology skills

Special Requirements (Physical, etc)

N/A